

FIGURE 1

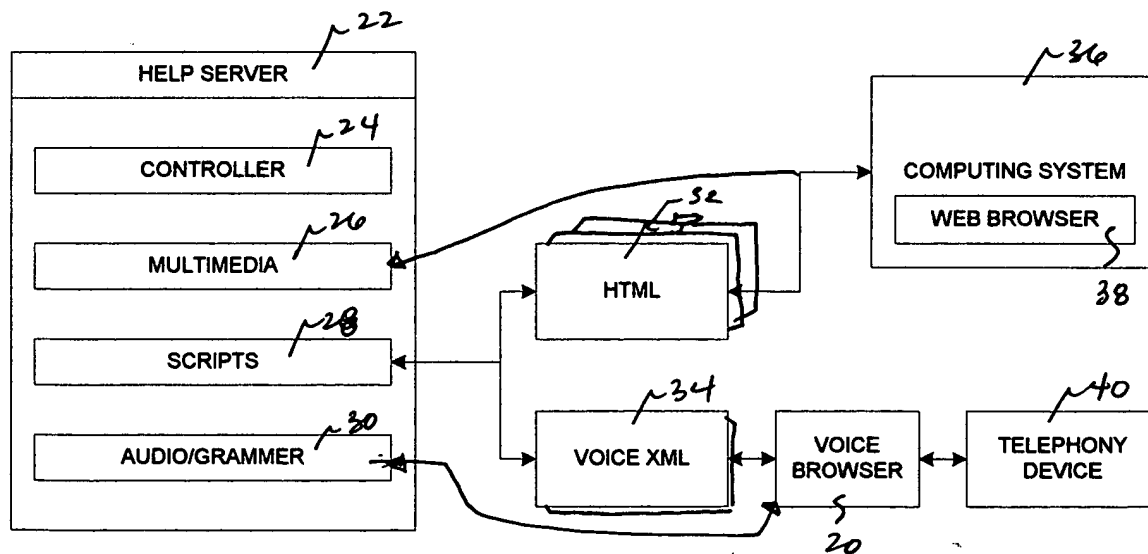


FIGURE 2

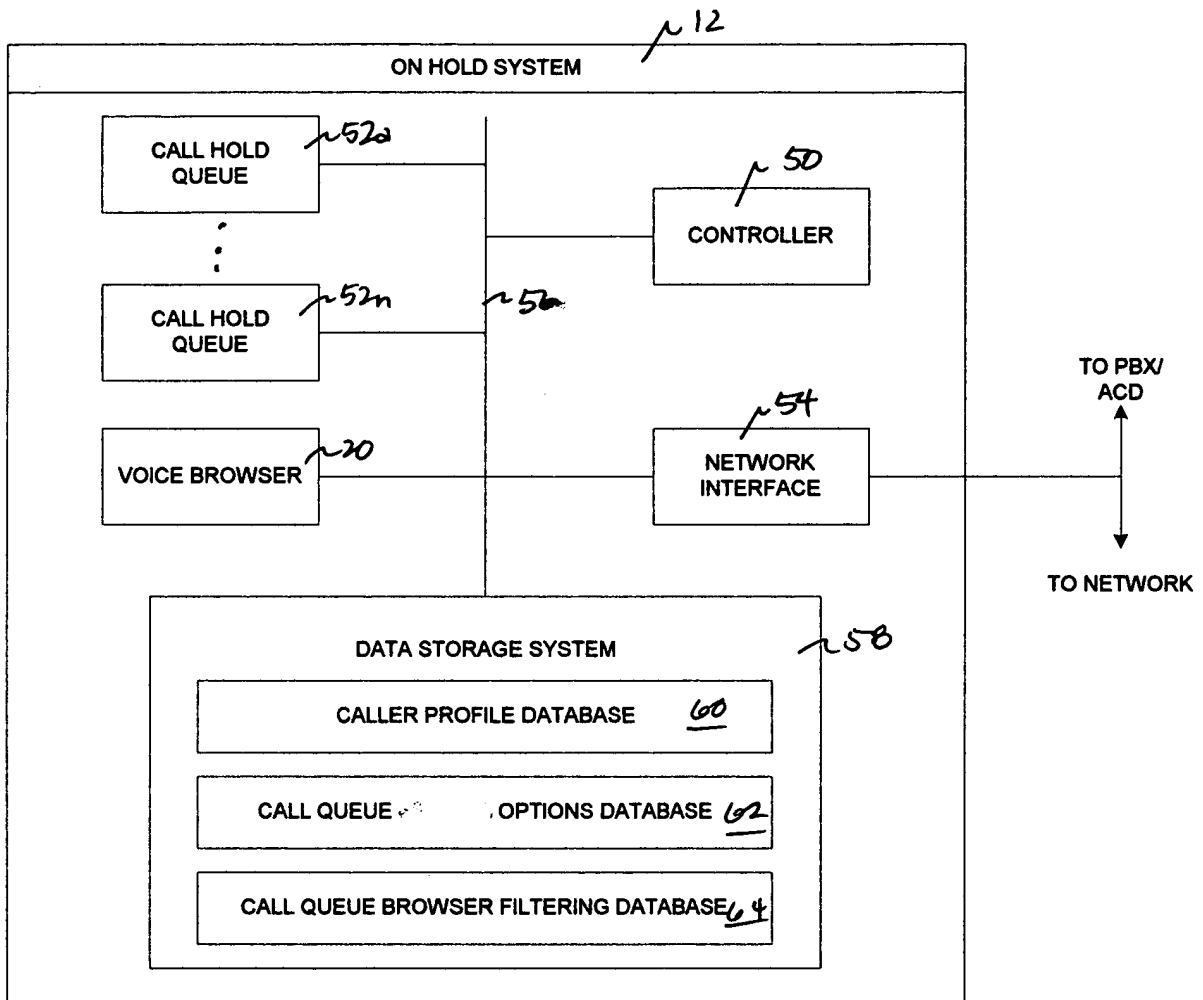


FIGURE 3

1005004-120307

CALL HOLD QUEUE - MODEMS ~70
<p>PLEASE SELECT ONE OF THE FOLLOWING OPTIONS:</p> <p>1 - FREQUENTLY ASKED QUESTIONS ABOUT MODEMS <i>[help/faq/modems]</i></p> <p>2 - DIRECTIONS FOR TESTING A MODEM → <i>OPTIONS FOR TYPES OF MODEMS</i></p>

CALL HOLD QUEUE - NETWORK ~72
<p>PLEASE SELECT ONE OF THE FOLLOWING OPTIONS:</p> <p>1 - FREQUENTLY ASKED QUESTIONS ABOUT NETWORKS <i>[help/faq/networks]</i></p> <p>2 - DIRECTIONS FOR CONNECTING TO A NETWORK <i>[help/directions/networks]</i></p> <p>3 - TIPS FOR SPEEDING UP A NETWORK CONNECTION <i>[help/speed/networks]</i></p>

FIGURE 4

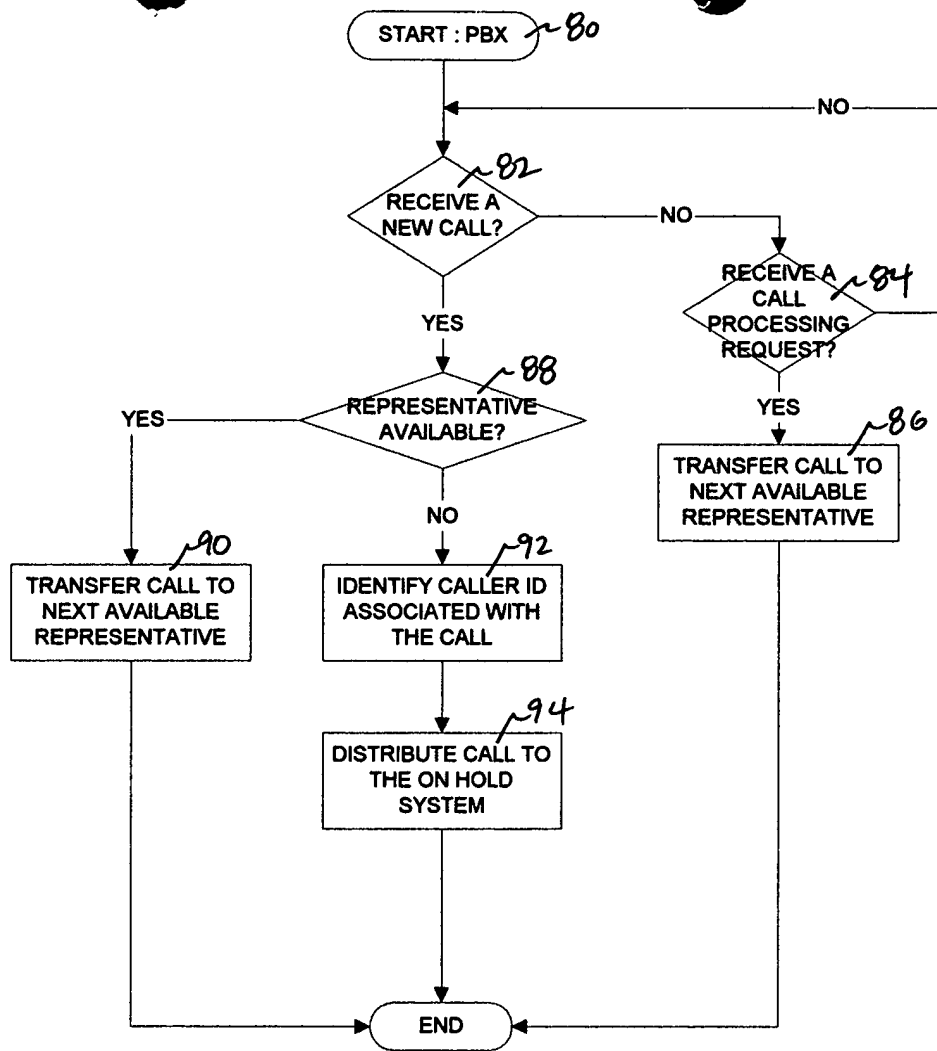


Figure 5

START : ON HOLD SYSTEM 100

RECEIVE NEW CALL

EVENT? 102

CALL NEXT IN LINE IN A QUEUE

PLAY MENU OPTIONS TO CALLER 104

CALLER SELECT FROM MENU OPTIONS? 106

YES

NO

PLACE CALL IN ONE OF MULTIPLE QUEUES DEPENDING ON THE MENU SELECTION 108

PLACE CALL IN DEFAULT QUEUE 110

PLAY TAILORED BROWSING OPTIONS TO CALLER ACCORDING TO QUEUE 112

NO

CALLER SELECT BROWSER OPTION? 114

YES

TRANSMIT REQUEST TO HELP SERVER FOR SELECTED DOCUMENTS 116

RECEIVE SELECTED DOCUMENTS IN VOICE XML? 118

NO

TRANSLATE FORMAT INTO VOICE XML 119

YES

TRANSLATE VOICE XML DOCUMENTS INTO AUDIO OUTPUT TO CALLER 120

END

NOTIFY CALLER OF NEXT IN LINE STATUS 122

CALLER INDICATE THAT READY TO MOVE TO A REPRESENTATIVE? 124

NO

TRANSFER CALL TO PBX SYSTEM TO BE TRANSFERRED TO A REPRESENTATIVE ACCORDING TO THE MENU OPTION SELECTED 126

REMOVE THE CALL FROM THE QUEUE 128

END

FIGURE 4